

Terms & Conditions of Booking Rental Republic LTD

Travelopo is a trading name of Rental Republic LTD. The head office of Travelopo is based at 3rd Floor, [HERE], 470 Bath Road, Bristol, BS4 3AP. The VAT registration number for Travelopo is GB 125 364 722 and the Company registration number is 07619323.

Definitions

The Agent: Rental Republic LTD, trading as Travelopo.

The Supplier: The supplier of the Property for rental, this can be either a property manager, property contractor or property owner.

The Channel Partner: The channel is a third-party software provider that supplies access via a secure computer interface to the Product data as specified and configured by the Supplier. The Channel Partner is a contact commercially and technically between the Supplier and the Agent. A Channel Partner can also provide a secure system from which bookings can be made between a Supplier and Agent.

The Product: The property advertised for rental, as provided by the Supplier.

Booking Channel: The advertising platforms operated by Supplier from which the Client can make enquiries or booking requests.

The Client: The person that purchases and makes payment for the Product from the Agent.

Introduction

The Agents act as booking agents on behalf of all the Product featured within the Suppliers website www.travelopo.com. Travelopo acts as the Agent for all of the Suppliers of the Product, in order to provide an adequate service.

Please read all conditions carefully as they set out the Client's & the Agent's respective rights and obligations. These booking conditions are designed to be as easy to read as possible, however if the Client has any further questions then please contact the Agent's customer services team who will endeavour to answer any queries.

These Terms and Conditions apply to all bookings made with the Agent and to all members of the Client's party.

Bookings

By making a booking, the Client agrees on behalf of all persons detailed on the booking that the Client:

- Has read these terms and conditions and agree to be bound by them.
- Has consented to our use of information in accordance with our Privacy Policy.
- Must be at least 18 years old to make a booking and have legal capacity to be bound by these Booking Terms and Conditions. And where placing an order for Product with age restrictions, the Client declares that they and all members of their party are of the appropriate age to proceed with the booking.

When the Client books the Product, the Client's contract for the provision of the Product is directly between the Client and the Supplier, and these Booking Terms and Conditions are the Client's contract with the Agent solely in respect of the Client's use of the booking services via the Agent's Booking Channels.

When the Agent sends the Client an email confirming their booking on behalf of the Supplier, it is at this point that a binding agreement is formed between the Client and the Supplier for the Product. The Supplier's Terms and Conditions are available on request at any time once a booking is confirmed. The Supplier's terms and conditions may limit and/or exclude the Supplier's liability to the Client.

When the Client makes their booking they must pay the relevant deposit as specified at the time of booking. If the Client believes that any details on the confirmation (or any other document) are incorrect, the Client must advise the Agent immediately as changes cannot be made later; and it may harm the Client's rights if the Agent is not notified of any inaccuracies immediately. Please check that all names, dates, amounts and timings etc. are correct on receipt of all documents and advise of any errors immediately. Any changes to these details, at a later date, will incur the charges as stated later in these Terms.

Please ensure that the names given are the same as in the relevant passport. The booking information that the Client provides to the Agent will be passed on only to the Supplier of the Client's booking, or other persons necessary for the provision of the Client's booking.

In making the booking, the Client consents to this information being passed on to the relevant persons. The information may therefore be provided to public authorities such as customs, immigration, and security companies if required by them, or as required by law. If we cannot pass this information to the relevant suppliers, we will be unable to provide the Client's booking. Full details of the Agent's data protection policy are available upon request.

Payment

To confirm a booking the Client must pay the appropriate deposit within 48 hrs of receiving the booking confirmation. By making the Client's deposit payment, the Client has agreed that they has checked all of the Product and booking details and also agreed to the Agent's Terms and Conditions. The balance of the Client's booking must be paid 72 days prior to departure or at the time of booking if within 12 weeks. If we do not receive the balance in full and on time, the Supplier & the Agent reserves the right to treat the Client's booking as cancelled, by the Client, in which case the relevant cancellation charges apply.

Local Taxes

Additional government imposed taxes (tourist taxes) are common in many resorts and may be added to your booking. These are required by law and may be payable at time of booking or locally. In the event of any new laws or regulations resulting in any new, or increases to existing, taxes, charges or other fees, the Agent reserves the right to pass on such amounts to the Client, whether or not the Client's booking has been confirmed.

Additional Charges

Where applicable additional charges including but not exclusively a booking fees, non-refundable damage waivers and/or refundable security deposits will be included at the time of booking. Supplementary charges for bedlinen, towels and other services may also be separate from the Client's rental cost and may be payable locally. These charges are dependent upon the Supplier of the Product. The Agent will provide the Client with all known charges at the time of

booking, however the Agent cannot be liable for any changes implemented by the Supplier after the Client's confirmation.

Currency Payments

If the Client is paying the Agent in a currency other than sterling, the Client's invoice may be subject to a currency exchange rate fluctuation and/or international bank charges. The Client remains fully responsible for paying any and all international bank charges by either the remitting bank or the receiving bank.

Product Details and Facilities

The Product information is provided by the Suppliers and the best of care has been taken to provide the Client with correct information regarding the Product and its facilities. The Agent asks the Client to acknowledge that the Product in general are not hotels but private accommodation being let for self-catering holidays, and therefore may not comply with regular standards or categories recognised internationally. Instead, they may reflect, in architecture and furnishings, the local traditions and personal taste of the Supplier. Fixtures and fittings, furnishings and styles will vary greatly as will contents of the house. While most suppliers will provide a basic inventory of items deemed necessary for a short term self-catering rental, it cannot be guaranteed that specific items will be provided. Any special request regarding information on particular facilities must be requested at the time of booking and we will endeavour to provide the Client with the necessary information.

Elderly / Disabled Access

It is important to mention any disability or mobility restriction at the time of booking, so the Agent can confirm if the Product is suitable or not. The Agent is able to make enquiries with the Supplier about the suitability of arrangements for the Client and provide replies prior to booking. The Client must make all requests in advance before a booking is confirmed. The Product may not be ideally suited for clients with disabilities even if the description states that it is wheelchair friendly.

Special Requests

If the Client has any special requests these must be made clear to the Agent at the time of booking. We will pass on all such requests to the Supplier, but the Agent does not guarantee that these will be met. The Agent will have no liability to the Client if they are not provided. The Agent accepts no liability for any item/arrangement not confirmed on the Client's invoice.

Same Gender or Youth Groups

All same gender and/or young parties will be charged a Refundable Security Deposit. This may be higher than the regular amount shown. Therefore it is very important to inform the Agent, at time of booking, if all members of the Client's party are under 25. Not all properties will accept same gender or youth groups. It is the Client's responsibility to provide this information at the time of booking. Failure to do so may result in the immediate cancellation of the Client's booking with no refund.

Capacity

Only those persons named on the Client's booking are entitled to stay in the Property. The Suppliers of the Product do not allow overcrowding of the Product for insurance reasons and the maximum Product capacity stated in the description cannot be exceeded. However, if an extra

folding bed or cot can be accommodated for a child under two, the Supplier may agree to the maximum being exceeded in relation to that child.

3rd Party Purchases

The Agent offers external links for products and services provided by third party suppliers on the website. The Client will be redirected to these websites in order to browse and make any purchases. The Agent accepts no responsibility or liability for the information or products provided by these websites.

Insurance

It is highly recommended that the Client take out a comprehensive policy of insurance in order to cover the Client and the Client's party against the cost of cancellation; the cost of assistance (including repatriation) in the event of accident or illness; loss of baggage and money; and other expenses. If the Client fail to travel with inadequate insurance cover the Agent will not be liable for any losses in respect of which insurance cover would otherwise have been available. Please note that some of the Suppliers of the Product offered by the Agent will require confirmation of the Client's insurance and a copy of the Client's documentation.

Accidental Damage Waiver (ADW)

Where the Product has a non-refundable charge of 5 GBP per occupant. the waiver excludes negligence and vandalism and covers accidental damage to a total of 200 GBP. This charge will be added to the Client's confirmation invoice and payable with the Client's holiday balance. The Client's liability for any damage or loss is not, however, limited to the amount of any security deposit and the Client must ensure that their travel insurance covers the risk of this occurring.

Security Deposit

The Product may have a refundable security deposits which is used to protect the Supplier against breakages, loss, damage, unpaid local charges, additional housekeeping and any other charges. Security deposits can be paid at the time of booking, upon balance payment or locally on arrival. If it is payable prior to arrival, the Agent will await a report from the Supplier. Refunds are made approximately 14 days after the Client's departure and the Agent will request the Client's bank details to enable the return of their security deposit payment.

Cancellation and Amendments by the Client

The Agent will do their best to assist the Client in altering the Client's arrangements after booking, but cannot guarantee this will be possible. If alterations can be made, the Client will be responsible for all extra charges and costs and the Agent reserves the right to charge an administration fee of £25 per amendment, plus any applicable charges levied by the Supplier or expenses incurred by the Agent. It is imperative that the Client takes out appropriate insurance cover to protect themselves against this liability. Any cancellation or amendment request must be sent to the Agent in writing and will not take effect until received by the Agent. If the Client cancels their booking more than 72 days prior to departure, the Client will forfeit their deposit payment. If the Client cancels their booking less than 72 days prior to departure, the Client will forfeit 100% of all payments made.

Changes or Cancellations by The Supplier

The Agent will inform the Client of any changes or cancellations as soon as reasonably possible. If the Supplier offers alternative arrangements or a refund, the Client will need to let

the Agent know immediately. The Agent accepts no liability for any changes or cancellations made to the Client's arrangements by the Supplier under the Client's contract with the Supplier. If the supplier is unable to provide an alternative property the Agent will endeavour to assist in finding the Client a suitable Product with a similar specification. If the only acceptable alternatives are more expensive than the Product booked, the Client will have to pay the difference. If the alternative the Client chooses is cheaper, the Agent will make the appropriate refund. Claims for compensation will not be considered if an alternative or a refund has been offered.

Documents, Passports & Visas

All documents regarding the Client's booking will be sent to the Client by email. We ask the Client to check all your documentation, prior to travel date, to ensure that all relevant information has been received e.g. directions, key collection information and assistance numbers while in resort. The Client's specific passport and visa requirements, and other immigration requirements are the Client's responsibility and the Client should confirm these with the relevant Embassies and/or Consulates. Neither the Agent nor the Supplier accept any responsibility if the Client cannot travel because the Client has not complied with any passport, visa or immigration requirements. Most countries now require passports to be valid for at least 6 months after the specified return date.

Pets

The Product may offer the Client the opportunity to bring pets on to the site. Any allowance for pets on to the site is considered as on request. Any request must be made from the Client to the Agent as soon as possible, providing enough time before arrival. This request will be confirmed or denied by the Supplier. The Supplier has the right to stipulate the size and type of pets that can be accommodated and under what conditions those pets can be accommodated. The denial of pets to be accommodated is not an accepted reason for cancelling a Rental, and no refund will be offered if a Rental is cancelled. The Client should confirm the acceptance and terms of their pets being accommodated by the Supplier prior to the Product being booked with the Agent.

Building Work

Building works, serious construction works and the resulting noise from the site can take place at any time during the year on an adjoining or nearby property and land. If this work is affecting the Client's holiday, please report to the Supplier. These situations are beyond the control of the Suppliers and the Agent, but the Agent will endeavour to do their utmost to assist in situation to the best of their ability. Unfortunately the Agent does not receive advance notice of when building works will begin, as they are carried out by third parties over which we have no control. Whilst the Agent can assure the Client that the Agent will do their best to minimise any inconvenience or interruption to the Client's holiday, the Agent regrets that this is a "Force Majeure" and does not accept any liability or any claim for compensation as a result of such circumstances. The Agent considers internal maintenance and the use of tile cutters and small power tools not to materially affect your holiday.

Behaviour & Damages

While occupying the rental, the Client must behave with propriety and not cause damage or distress, danger or annoyance to other clients, neighbours or their property. Please be aware that the booking conditions of the Supplier will normally state that the Client's stay can be terminated, without a refund, if the behaviour of the Client's party falls below an acceptable standard. The Supplier will also often require the Client to pay for any damage they cause to the

Product in resort. The Agent is under no obligation to the Client if any event such as this occurs. The Client agrees to indemnify the Agent for the full amount of any claim (including all legal costs) made against the Agent by the Supplier or any third party as a result of the Client's conduct. If the Client's conduct affects the Agent's relations with any of the Agent's service providers, we will hold the Client liable for any costs or losses resulting from the Client's actions. On leaving the property after the Client's stay the property must be left clean and tidy, with dishes washed and put away/dishwasher and all rubbish cleared. If the Client is required to pay a refundable security deposit for a property, any breakages, damage or loss caused to the property or its contents during the rental period may result in the forfeit of some or the entire security deposit.

Complaints

The contract for the Client's booking is between the Client and the Supplier and any queries or concerns should be addressed to the Supplier directly. If the Client has a problem, whilst on holiday, this must be reported to the Supplier or their local representative immediately. This contact information is provided to the Client along with the directions prior to the Client's arrival in resort. Compensation payments will only be considered where it is proven that any reported problem had a prolonged or major impact on the enjoyment of the holiday booked.

Complaints are not accepted after the Client has returned home when the Supplier or representative was not clearly made aware of the severity of the Client's concerns or given the opportunity to address the issue.

If the Client reports a problem, whilst in resort, that is not being dealt with to the Client's satisfaction, then the Client must inform the Agent's Customer Service Department immediately so that the Agent can assist and liaise with the Supplier. It is important that the Client allows sufficient time for the Supplier / Representative and service provider to deal with the problem and bear in mind that this can take longer in some countries. Unfortunately some problems such as those arising from the climate (water shortage, storm damage, local electricity power cuts etc) are beyond the control of the Supplier or Agent. Whilst the Agent cannot be liable for these problems, the Agent will do their best to help. If the Client fails to follow this procedure there will be less opportunity to investigate and rectify the Client's complaint in resort. The amount of compensation the Client may be entitled to may be reduced or the Client may not receive any at all depending upon the circumstances. If the Client wishes to complain when the Client returns home, the Client should write to the Supplier concerned. The Agent will assist the Client with this matter therefore please contact the Agent's Customer Services Department for further details. Any assistance given by the Agent is on a goodwill basis in the Agent's capacity as booking agent. Any complaints must be received within 28 days upon return from the Client's holiday.

Force Majeure

Except where otherwise expressly stated in these booking conditions the Agent will not be liable or pay the Client compensation if the Agent's contractual obligations to the Client are affected by any event which the Agent or the Supplier of the Product in question could not, even with all due care, foresee or avoid. These events can include, but are not limited to war, threat of war, civil strife, terrorist activity and its consequences or the threat of such activity, riot, the act of any government or other national or local authority including port or river authorities, industrial dispute, lock closure, natural or nuclear disaster, fire, chemical or biological disaster and all similar events outside the Agent's or the Supplier's control.

Laws & Jurisdiction

These terms of business are governed by English law and the courts of England and Wales have jurisdiction. All booking contracts are governed by English law unless the Supplier requires that the Client's contract with the Supplier is governed by the law of the country where the Supplier's property is located or the Product provided.

Data Protection

Please see the Agent's data protection and privacy policy for full information regarding the way in which the Agent uses and stores the Client's personal data, this can be found on the Travelopo website. The Agent complies with the relevant General Data Protection Regulations (GDPR).

The Agent's responsibility for the Client's booking

The Client's contract is with the Supplier and its booking conditions apply. As the Agent, we accept no responsibility for the actual provision of the arrangements. The Agent's responsibilities are limited to making the booking in accordance with the Client's instructions. The Agent accepts no responsibility for any information about the arrangements that the Agent passes on to the Client in good faith. As the Agent, we are not responsible for any consequential losses due to services purchased via third parties such as Transportation (Flights, Car Hire and Ferries), excursions or other additional paid services.

Website accuracy

Prices on the Agent's Website are updated on a daily basis and are also subject to changes in exchange rates. The Client's rental price will be agreed at the time of booking along with any extra costs. We reserve the right to amend advertised prices at any time. Neither the Agent nor the Supplier are under any obligation to honour bookings for products where there is a pricing error or later amendment, even if the Client has received a confirmation email. In these circumstances, the Agent reserves the right to correct any pricing errors on both advertised and confirmed prices on the website and to either offer the Client the opportunity to keep their booking at the correct price or cancel the booking without liability.

Every care has been taken in compiling the contents of this web site. However, all information is provided by third party suppliers and Product descriptions, pricing and images are reproduced by the Agent in good faith via the data the Agent receives. The Agent will not be held liable for any errors, omissions, or misunderstandings and will not consider any claims arising from them. The Agent will endeavour to provide the Client with any informed changes regarding the Product as soon as possible, however information is subject to change without prior notice.

For security reasons some maps only show the local area where the property is located and are to be used as a guide only. The Agent will always provide the Client with the Product address or meeting point at least 10 days prior to arrival. Therefore if the Client requires the exact location and coordinates prior to this time, please make a request with the reservations department of the Agent.